Committee on Customer Services at Airports

4212. SHRI GHULAM NABI AZAD : Will the PRIME MINISTER be pleased to state :

(a) whether the Standing Committee of Secretaries for Public Grievance Redress has asked Ministry of Civil Aviation to constitute a team to conduct checks at important ariports to obtain first hand information about customer services;

(b) what other recommendations have been made by the committee;

(c) whether they have been scrutinised and implemented; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES OF THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI ARUN SHOURIE) : (a) The Standing Committee of Secretaries for Grievances Redress has directed the Department of Administrative Reforms and Public Grievances to make surprise checks/surveys at important airports to obtain first hand information about customer satisfaction and report to the Committee.

(b) Some of the other recommendations of the Standing Committee in this regard were :

(i) Citizen's Charter for Air India should be reviewed ;

(ii) Citizen's Charters for Indian Airlines and the Hotel Corporation of India should be finalised expeditiously ;

(iii) Grievance data of the subordinate formations should be compiled, monitored and analysed in order to identify the scope for systemic changes; and

(iv) Appropriate attitudinal training should be imparted to the officials at airports and at airlines counters.

(c) and (d) Teams have been constituted by the Department of Administrative Reforms and Public Grievances to make surprise checks/surveys of important airports. Other recommendations of the Standing Committee have been communicated to the Ministry of Civil Aviation to take necessary action and report compliance.